

Maryland SHOP Exchange Study

Assessment of Private Sector Capacity for SHOP Exchange

**SHOP Advisory Committee
Meeting - October 13, 2011**



Process for Assessment of Private Sector Capacity

- Preliminary conversations with vendors / potential partners completed
 - Inform our guide and subsequent report with a current understanding of existing solutions
- Establish guide / survey for assessment
 - Seek information related to criteria which the state may find valuable in determining an exchange solution
- Conduct assessment & prepare report

Assessment Guide Criteria

Supports Key SHOP Exchange Capabilities:

- Supports worker choice of plan
- Enables employer/worker enrollment & facilitates employer census management
- Supports premium billing, collection of payments & payment to carriers; facilitates reconciliation
- Performs enrollment & premium disaggregation and re-aggregation between employer groups and health plans
- Facilitates employer relationships via multiple distribution channels, e.g. agents and navigators

Assessment Guide Criteria

System & Process Usability

- **Usability for Small Business Employers**
- **Usability for Small Business Employees**
- **Usability for Insurance Agents / Navigators**
- **Usability for Maryland Health Benefits Exchange**

Assessment Guide Criteria

- **System Scalability, Flexibility, and Reliability**
 - Scale of operations in Maryland and in total
 - Infrastructure Reliability
 - System Composition Adaptability and Scalability
- **Customer Service Record & Vendor Responsiveness**
 - Customer Service Measurement and Historical Performance
 - Pricing Structure / Business Model Expectations
 - Facilitates employer relationships via multiple distribution channels
- **Other feedback**

Thank You

